

## Key items & events

### HR programs gearing up

The time and labor component of the human resource management systems module is scheduled for preliminary business process analysis sessions with state agency subject matter experts in Bismarck Aug. 18 and with campus subject matter experts Aug. 20 in Fargo. A detailed business process analysis bringing together state and university module leads and a few key subject matter experts is planned for Sept. 9-10, and "fit" sessions with module leads and key subject matter experts are scheduled for Sept. 16-17 and 22-24.

State project personnel have been meeting with the Bank of North Dakota's project staff to plan for rollout of the bank's HR/payroll system in January. Initial meetings have established time frames and a 'mini' project plan. Business process analysis and fit sessions will be held in August.

Fit sessions will also be scheduled for the training administration and recruit workforce components.

### Committee crafting training plan

A North Dakota University System committee has been formed to develop a document and training plan and process for campuses implementing ConnectND. Rose Keeley, from Information Technology Systems and Services at the University of North Dakota, is coordinating initiation of the process with assistance from various information technology and ConnectND personnel. The committee is looking at user proficiency and skills needed, audiences and types of training, infrastructure required, resources available and related communication needs.

The project is intended to support and build upon training efforts of ConnectND project managers and staff, subject matter experts, campus trainers and pilot campus programs. Complementary efforts to meet a more immediate need at the pilot campuses include an initiative led by Valley City State University, which is exploring Web-based training materials available from higher education institutions using PeopleSoft systems in other states to determine their applicability for North Dakota users.

### Campus implementation teams name chairs

All 11 campuses have now formed their implementation teams. These teams will act as a liaison group between the project and the individual campuses. The following individuals are chairing the implementation efforts on their campus:

- Bismarck State College – Wayne Boekes, vice president of instruction and student services
- Dickinson State University – Mark Lowe, controller
- Lake Region State College – Erin Wood, public information coordinator
- Mayville State University – Keith Stenehjem, chief information officer
- Minot State University – Lisa Johnson, director of records
- Minot State University–Bottineau – Jim Borkowski, director of business affairs
- North Dakota State College of Science – Peg Torrance, human resources director
- North Dakota State University – Jean Ostrom-Blonigen, director of internal audit and special projects
- University of North Dakota – team headed by John Ettling, provost and vice president of academic affairs and Bob Gallager, vice president for finance and operations
- Valley City State University – Ellen Chaffee, president
- Williston State College – Helen Overbo, dean for academic and student affairs

### Track the student's ConnectND trail

Administrators and staff at Mayville State University have developed a comprehensive example of how a student might be served by the new ConnectND/PeopleSoft systems along the journey from high school through recruitment, admission, enrollment and registration for college classes, and then to securing a campus job, conducting various academic and financial transactions, and successfully finishing her first semester of studies.

Student "Sally Smith" provides an overview of how it might work. Her story begins on [page 5](#).

### PowerPoint higher education general overview

Communication staff members are working to develop a general overview PowerPoint presentation on the ConnectND project suitable for a variety of higher education audiences. This presentation, which will be ready sometime in early August, will be sent to the implementation team chair on each campus and will also be available from the ConnectND Web site.

### Higher Education user groups to begin meeting monthly over IVN in September

The first two user group (Financial and Student Administration) sessions of ConnectND were held in June and July, respectively. The Human Resources Management Systems user group will meet for the first time over IVN on Thursday, August 21 (9-9:50 a.m.).

In September, all three user groups will begin to meet monthly over IVN under the following schedule:

- 1<sup>st</sup> Thursday – Financial System user group
- 2<sup>nd</sup> Thursday – Reserved for overall IVN updates
- 3<sup>rd</sup> Thursday – Human Resources user group
- 4<sup>th</sup> Thursday – Student Administration user group

(The Financial System user group met for the first time on June 26. The Student Administration user group met for the first time on July 24.)

Everyone is invited to attend the IVN update sessions. Specific locations are indicated on the Web site calendar. These user sessions will not be webstreamed or archived.

### July/August/September Connect ND update

- Thursday, July 10 - see archives
- Thursday, August 7 (9-9:50 a.m.)
- Thursday, September 11 (9-9:50 a.m.)

Everyone is invited to attend the live IVN update sessions. Specific locations are indicated on the [calendar](#).

Sessions are captured and recorded through [webstreaming](#). To view a missed session at a later date check the [video archive](#).

### Implementation tours scheduled for higher education's non-pilot campuses

As a result of feedback received from Mayville State University and Valley City State University, the higher education pilot sites, project team members began traveling to non-pilot campuses in late June to begin assisting those teams in preparing for their campus implementations. At print time, the project team members had met with the Board Office and all campus implementation teams with the exception of North Dakota State University, which is currently being scheduled for mid-August.

### Oracle still interested

Oracle Corporation has announced that it will probably extend the Aug. 15 deadline for its purchase of PeopleSoft.

Oracle affirmed its determination to acquire PeopleSoft by announcing that it will pay an extra \$1.2 billion to cover the cost of including in the purchase J.D. Edwards, which PeopleSoft has acquired.

Along with resistance by PeopleSoft's board of directors, a major obstacle to Oracle's acquisition of PeopleSoft may be an antitrust review by the U.S. Department of Justice. Curt Wolfe, North Dakota's chief information officer, reported to the ConnectND Higher Education Steering Committee that the state is among 15 states holding weekly conference calls to keep apprised of the situation, and that North Dakota would join in with any action the other states decide to pursue. North Dakota might also seek access to the source codes for the PeopleSoft software.

A take-over of PeopleSoft by Oracle would not impact ConnectND implementation of PeopleSoft systems. Oracle is promising to continue support for the PeopleSoft products if there is a merger.

### Consultant will prepare IT study

The Legislature's interim Information Technology Committee will meet Tuesday, Aug. 5, to discuss and select a consultant to conduct a study of information technology structure and programs in North Dakota and look at how other states and their structures compare with North Dakota's. Sen. Larry Robinson, chairman of the interim committee, and Rep. Bob Skarphol, vice chair, represent the Legislature among the Executive Sponsors of the ConnectND project.

## Higher education rollout schedules become more specific

While campuses have seen the rollout schedules posted on the Web site, they continue to be interested in more detailed specifics regarding those implementations. The project team is refining the overall project plan, therefore following time frames are approximate and may vary slightly:

July-August 2003 - Business Process Review sessions for Financial and Human Resource Management systems. These sessions will begin as soon as the project staffing coming from the campuses is identified. This is when campuses have the ability to further explain their unique business processes (this process began with surveys of the campuses last year).

September – October 2003 - Fit sessions for Financial and Human Resource Management systems. This is when all campuses, including the two pilot sites, will determine how their businesses process “fit” with the PeopleSoft software in these areas, including those already implemented at Mayville and Valley City. A similar check is anticipated in the student modules of recruitment and admissions, financial aid, student records, and student financials.

November – December 2003 - 1<sup>st</sup> cycle configuration and testing for Financial and Human Resource Management systems as it pertains to each module.

January – February 2004 - 2<sup>nd</sup> cycle configuration and testing within Financial and Human Resource Management systems.

During this time frame, the non-pilot campuses are also expected to begin “going live” with the first of three portions of financial aid.

March – April 2004 - 3<sup>rd</sup> cycle (project) configuration and testing for Financial and Human Resource Management systems.

During this time frame, the non-pilots campuses are also expected to “go live” with the second of three portions of financial aid.

In addition, in April, Mayville and Valley City, the pilot campuses, will also begin implementing the new modules of the Financial and Human Resource Management systems – this will provide a “pilot” of those modules.

May – June 2004 - Regionalized training for the non-pilot campuses for both the Financial and Human Resource Management systems.

Also beginning in May and completing in July, the non-pilot campuses will “go-live” with recruitment and admissions.

July 2004 - “go live” on all non-pilot campuses of Financial and Human Resource Management systems, as well as the final portion of financial aid, student records, and student finance.

From “go-live” – September 2004 - post-production.

## Words & acronyms

August 2003

**ERP**—“Enterprise Resource Planning” System or “Enterprise Resource Package.” Essentially, it means an administrative software system that covers the entire enterprise – from students to employees to financial management. While our current administrative systems (commonly known as SAMIS or CICS) were developed long before “ERP” was even thought of, they are essentially our ERP today.

**Web-streamed**—Recorded live and broadcast real-time via the Internet to those who cannot be at the event location.

### About ConnectND

#### What is ConnectND?

The CONNECT ND project is the implementation of *PeopleSoft's* ERP system that will replace North Dakota's current administrative computer systems. The ERP system will serve as the administrative systems for the entire enterprise – from students to employees to financial management.

#### Who is involved in ConnectND?

All of North Dakota State Government, including the North Dakota University System, is involved in this project.

#### How is the ConnectND project organized?

The project has been organized by module (functional area) into three state groups (Financial, Human Resources Management System, and Technical) and four higher education groups (Financial, Human Resources Management System, Student Administration, and Technical).

### Links mentioned

- **Calendar:** [www.nodak.edu/connectnd/index.php?module=PostCalendar](http://www.nodak.edu/connectnd/index.php?module=PostCalendar)
- **Connect ND:** [www.nodak.edu/connectnd](http://www.nodak.edu/connectnd)
- **MAXIMUS:** [www.maximus.com/public/virtual/home](http://www.maximus.com/public/virtual/home)
- **North Dakota University System:** [www.ndus.nodak.edu](http://www.ndus.nodak.edu)
- **PeopleSoft:** [www.peoplesoft.com/corp/en/public\\_index.asp](http://www.peoplesoft.com/corp/en/public_index.asp)
- **Rollout Schedules (these schedules will reflect changes as they occur):** [www.nodak.edu/connectnd/modules.php?op=modload&name=News&file=article&sid=57](http://www.nodak.edu/connectnd/modules.php?op=modload&name=News&file=article&sid=57)
- **State of North Dakota:** <http://discovernd.net/>
- **Video archive:** [www.nodak.edu/connectnd/modules.php?op=modload&name=Downloads&file=index](http://www.nodak.edu/connectnd/modules.php?op=modload&name=Downloads&file=index)
- **Web-streamed:** [www.nodak.edu/connect/repository/development/calendarEscalation.pdf](http://www.nodak.edu/connect/repository/development/calendarEscalation.pdf)

## Fyi & updates

### What is the current status of ConnectND?

What is the current status of the ConnectND project? On July 25, 2003, the Project Oversight team moved the project into a cautionary status, indicating that while there is a good probability that dates will be met and quality will be acceptable, schedule and resource changes will be necessary in two essential areas: 1) Project Management has yet to deliver a project plan outlining the third and fourth components of the project and 2) Higher Education's portion of the human resource management system (HRMS) is not adequately staffed to meet the benefit administration module rollout dates.

*MAXIMUS*, the state's implementation partner, is working on the project plan. In addition, in a special meeting of the Higher Education Executive Steering Committee on July 29, members voted unanimously to allow Teri Thorsen, higher education's HRMS project manager, to look outside the university system to hire a full-time module lead for benefits administration.

### How is ConnectND being implemented?

Under the leadership of a State Executive Steering Committee (co-chaired by Lee Vickers, president, Dickinson State University and Pam Sharp, director, Office of Management and Budget) and with the help of our implementation partner, *MAXIMUS*, the project is being implemented using a four-component approach. *Components 1 and 2:*

These components include the five-phases of Initiation, Design, Development, Migration, and Post-production phases at the pilot sites.

#### *Components 3 and 4:*

These components include the five-phases of Initiation, Design, Development, Migration, and Post-production phases at the non-pilot sites as well as additional functionality for all sites.

### When will ConnectND be implemented?

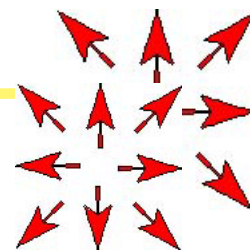
The *ConnectND Rollout Schedules* contain specific information. As a result of lessons learned at Mayville State University and Valley City State University, the higher education schedules were revised in June to provide a more efficient transition at 2004 year-end and end of campus summer sessions. Financial and Human Resource Management Systems are in post-production support at the following pilot sites this summer: OMB, Attorney General's Office, Human Services Department, Highway Patrol, Mayville State University and Valley City State University. System planning, including staffing requirements, is underway for the non-pilot sites.

### Has end-user training been scheduled?

Project managers are scheduling end-user training using a just-in-time approach, within 60 days prior to implementation.



# Pointers from the Pilots...



August 2003

## ConnectND: a Mayville case study

Article compiled by staff from the Mayville State University Enrollment Services, Student Services, Financial Aid, Admissions and Records, and Business offices.

*As we approach the start of a new school year and the arrival of new students, it is useful to consider how the ConnectND project and PeopleSoft have changed the way that we go about doing our business with students. Following is a summary of how we think the business practices and processes at Mayville State will change (and not change) because of PeopleSoft.*

Sally Smith, a high school senior from Fishhook, N.D., attended a college fair at Rugby in September. At that fair she completed a card indicating her interest in an elementary education major and in playing college volleyball. Enrollment Services staff entered information, including her date of birth, into the PeopleSoft Recruitment module on Sept. 10, 2003. **On Sept. 11, Enrollment Services staff automatically generated a letter thanking her for her interest in Mayville State,** and an application packet was mailed to her. On Sept. 25, the PeopleSoft system automatically generated a second letter encouraging Sally to come for a special campus visit day, scheduled for Oct. 30.

Sally's name appeared in a report initiated by the Enrollment Services office listing all student prospects who had been sent application materials, but who had not yet returned any of those materials. On Oct. 1 an Enrollment Services student caller phoned Sally. Although Sally was unavailable, the caller did visit with her mother, who indicated that Sally was interested in Mayville State and would like to talk with the volleyball coach. The caller entered this information in the PeopleSoft Recruitment module tracking section. The very next day, PeopleSoft generated a report that was forwarded to the athletic department. This report listed student prospects who were interested in the various sports available at Mayville State.

On Oct. 5, the MSU volleyball coach contacted Sally by phone to discuss her interest in athletic participation. This contact was also recorded on the PeopleSoft Recruitment module, and a card was automatically sent on Oct. 6 encouraging Sally to submit the Athletic Interest form available on line. **By Oct. 15, Sally had received four recruitment contacts from Mayville State, and this information was summarized in a PeopleSoft report generated by the Enrollment Services staff.**

On Oct. 20 Sally returned her application form and \$35 application fee to Mayville State. Admissions & Records staff entered other personal information,

Continued

Comments and suggestions regarding this publication are welcome.

We encourage questions about this newsletter or the project. To facilitate this process, you may ask a question electronically through the Web site [FAQ](#) (Frequently Asked Questions) section. It's also a place to view the questions others have asked and the responses of the project teams.



More information, questions or comments: [www.nodak.edu/connectnd](http://www.nodak.edu/connectnd)

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including home address and expected major into the PeopleSoft Admissions Module, which was then triggered to automatically generate a letter thanking Sally for her application and reminding her to request an official transcript of high school grades and have her ACT scores forwarded to MSU.

**Sally called to indicate that she would be attending the Special Campus Visit Day on Oct. 30. This information was entered into PeopleSoft Recruitment, and a card was sent to her the next day confirming her attendance at this event and providing a campus map and other information.** At the Special Visit Day, Sally met with Enrollment Services staff, visited several faculty members from the elementary education program, and met with the MSU volleyball coach. That evening she attended the MSU volleyball game in the newly renovated Lewy Lee Fieldhouse (the Comets had a big victory over rival VCSU by a score of 3-2). All this information was entered on the PeopleSoft recruitment module and on the following Monday, PeopleSoft was triggered to automatically generate a letter from an elementary education faculty member thanking Sally for visiting campus. **She also received a follow-up call from the volleyball coach based on a report generated from PeopleSoft listing prospects with an interest in athletics who had attended the Campus Visit Day.**

In late November, Sally's ACT scores were received electronically and those fields were populated in the PeopleSoft Admissions module. Because Sally had met College Prep standards, **she was informed of her provisional admission to Mayville State by a letter generated automatically from the PeopleSoft Admissions module.** She also received a card reminding her to forward other documents, including her MMR immunization form and application for housing. Based on progress reports generated from the PeopleSoft Recruitment module, Sally received another phone call from one of our student callers, as well as several calls from the volleyball coach.

On Dec. 15, based on a report generated by the recruitment and admission modules, Sally received a Christmas card from a current student enrolled in

elementary education, describing her experiences with the program and encouraging Sally to call or write if she had any questions. On Dec. 20 Sally's housing application was received, along with her \$50 reservation fee. Once this information was entered into the housing module, Enrollment Services learned that Betty Jones, whom Sally had requested as a roommate, had also applied for admission. PeopleSoft generated a letter to Sally acknowledging the receipt of her housing application and informing her that room and roommate assignments would be made at a later date.

On Feb. 1, 2004, an official "seven semester" high school transcript was received from Sally's high school and was scanned into the PeopleSoft data base. About the same time MSU's Financial Aid Office received Sally's scholarship application. On Feb. 10 the college offered Sally an academic scholarship based on her high school grades and ACT scores. MSU staff entered this information in the PeopleSoft Recruitment and Financial Aid modules. **Sally responded on Feb. 20 saying that she was accepting the academic scholarship and this information was entered.**



**Shortly thereafter, the Financial Aid Office received notice that her FAFSA had been processed and data had been electronically transmitted into PeopleSoft Financial Aid modules.** MSU's volleyball

coach also informed the Enrollment Services and Financial Aids offices that Sally had been offered an athletic scholarship and had signed a letter of intent to participate in sports at Mayville State. This information was also entered into the PeopleSoft Financial Aid module. On March 15, PeopleSoft generated an official Financial Aid letter. She returned her signed letter a few days later.

On March 30, PeopleSoft automatically generated a letter to all new freshmen receiving academic scholarships, inviting them to a special preregistration and recognition program during the first week of May. Sally responded on April 10 indicating her desire to attend the program and register for fall classes. Again,

PeopleSoft automatically generated a card acknowledging her attendance at the May program, along with the day's agenda and other instructions for preregistrations.

At the May 5 program, Sally met with a faculty advisor to determine a program of study for the next year and registered on-line for fall classes. She also received her housing assignment and received instruction for accessing her academic and financial records in PeopleSoft. During the next months, Sally changed her class schedule for fall through her on-line portal access and was able to order books through the MSU Bookstore by accessing the on-line ordering process. She also requested a modification in her financial aid award by reducing the amount of her work study award and increasing her student loan. During this time, Sally also corresponded via e-mail with the Housing department, requesting a change in her board plan.



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When she had been on campus in May, Sally had visited with a supervisor in the Child Development Center about a part time job. Because Sally had a work study award, the supervisor was willing to hire her and had Sally complete the appropriate hiring and human resources forms via the portal. During the summer months, Sally submitted the required immunization and athletic physical forms, and this data was entered into the appropriate PeopleSoft record modules. E-mails were automatically sent to Sally verifying receipt of these documents. **In June, our Admissions and Records office received official transcripts and notice of graduation from Sally's high school. PeopleSoft then automatically generated a letter informing Sally of her official full and unconditional admission status to Mayville State.**

On Aug. 1, a charge and aid statement was sent to Sally's home address. This statement included her total charges for tuition, fees, room and board, as well as books. Because she is a freshman, Sally would not receive her Stafford loan until after classes had started so she has an outstanding balance due. Sally's parents contacted the MSU Business Office and made arrangements to pay her balance by credit card and took care of it before classes started.

Once Sally arrived for orientation and the start of classes, she was able to use the PeopleSoft portal to check on her course schedule, class locations, any balances due with the Business Office and the status of her loan disbursement. After receiving her hiring form from her work supervisor, the human resources HR Administrator, using the ID number assigned to Sally when she applied for admission, recorded her personal data into the human resources/payroll system. After being assigned a position number which reflected her eligibility for work study funding, Sally became an employee of the Mayville State Child Development Center, working eight hours per week. On Sept. 8 she received her first paycheck, part of which she spent buying a Comets jacket at the MSU Bookstore. Sally also changed course sections in the first week of classes to accommodate her job and volleyball practice.

During the fall semester, Sally's advisor met with her at least once each month and he entered comments into the PeopleSoft advising module. When Sally was ready to register for spring term classes, she met with her advisor and they used the PeopleSoft on-line course scheduling and registration system. By the end of that first term, Sally was experienced at using the PeopleSoft system to access her academic and financial records and to make changes in demographic and other data as needed. When she went home for Christmas vacation, she was able to access her fall semester grades via the portal and enjoy her three-week break before spring semester.